Core LTC Service Evaluation Tools

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IOM Recommendation 16

- Calls for counties to establish LTC planning processes to build capacity for LTC services

- Local Planning Committee Requirements
  - ◆ Review/analyze service utilization data
  - ◆ Identify barriers to comprehensive system of care
  - ◆ Determine need for additional core LTC services

DHHS Local Planning Responsibilities

- Develop county data utilization (number of people and expenditures) for publicly funded LTC services

- Provide information on availability and need for core services and the <u>balance</u> of services needed

- Provide technical assistance to counties to assist with LTC planning

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Long-Term Goal - Work towards having a "balanced" development of core services in counties, and the development of <u>appropriate</u> LTC services

Major Inference - Determine the <u>availability</u> and <u>need</u> for core LTC services

Instructions

Please Follow Along with the Instructions for the Core Service Evaluation Tools which you can find under the "Core LTC Service Evaluation Tools" section at:

http://www.dhhs.state.nc.us/ltc/localplanning.htm

Comprehensive Approach to Core Service Evaluation

- 6 Dimensions (major characteristics, broad LTC service issues, status categories)
  - ◆ **Existence** (are services available?)
  - ◆ **Adequacy** (are services in sufficient supply?)
  - ◆ **Accessibility** (how obtainable…)
  - ◆ **Efficiency/Duplication** (reasonable costs; streamlining options)
  - ◆ **Equity** (how available are services to those in need "without bias")
  - ◆ **Effectiveness/Quality** (how successful are these services in addressing clients' needs?)

Service Rating Scales

- Each dimension is rated on a graduated scale of 1-5 (degree to which the service measures up to the question)

- Ratings provide constructive review to identify strengths and weaknesses of specific services and service dimensions, and assist in priority setting

- Lower numbers mean lower responsiveness, lower capacity, less effectiveness, limited quantity, etc.

- Higher numbers mean higher responsiveness, greater efficiency, higher equitability, better supply, etc.

Core Service Evaluation - Basic Premises

- **Inform and educate re:**
  - ◆ LTC services;
  - ◆ LTC financing and funded programs;
  - ◆ client information;
  - ◆ information/data on provider networks; etc.
- **Prioritize** service delivery needs and issues, and develop improvement strategies that will streamline services at the local level

DHHS Challenge

- Develop practical/workable "planning process" where local community makes key decisions on how to <u>use</u> and <u>evaluate</u> what information and data are available from the state

- Design process that is extremely <u>flexible</u> allowing for maximum decision-making at local level

Examples of local flexibility include:

- Choosing which services to include in analysis

- Choosing which service dimensions to consider in planning process and the weight or level of importance given to each dimension

- Which operational questions to include, along with identifying appropriate measures (most measures based on data)

Strategic Action Plan

- Analyzing results for specific services;

- Analyzing results of six dimensions; and

- Identifying "improvement strategies"

Transportation Service - Example

Existence
(Are these services available to older and disabled adults in your community?)

- Does your community have a public transit system?

- Does your community have specialized transportation services for people with disabilities, such as paratransit or assisted transportation?

- Does your community have transportation programs to help people get to needed public services (such as the Health Department or Social Services?)

- Does your community have transportation services to help people get to out-of-county medical appointments?

Adequacy
(Are these services in sufficient supply for those who need it?)

- Is there an unmet need for human services transportation or public transportation?
  - Are there areas in the community that are not served by transportation services?
  - Do public transit vans and buses have to turn away riders during busy periods of the day?
- To what degree is transportation offered on weekends?
  - What are the days and hours of weekend transportation services?

Accessibility
(How obtainable are these services for those most in need?)

- To what degree are additional accommodations available to persons with disabilities when requested?
  - What special features do transportation services offer to assist persons who are physically disabled, developmentally disabled, sensory impaired, or who have Alzheimer's Disease or other memory disorders?
- To what extent do transportation services offer door-to-door or curb-to-curb services?
  - What are the policies and procedures for assisting people either from door-to-door or curb-to-curb into the vehicle?
  - What is the estimated % of people who need door-to-door assistance?

Efficiency/Duplication
(How reasonable are the costs of services? Are options for streamlining available?)

- To what extent are all the vehicles and providers in the community's transportation system part of a coordinated transportation system?

  - Is there a lead agency that brokers transportation services or subcontracts with other providers?

- How reasonable is the cost per vehicle mile/hour/trip?

  - Do all agencies or individuals receiving similar services get charged the same rate? If not, why?

  - What % of the budget is used for administrative costs? How does this compare to the state average and similar counties?

Equity
(How available are these services to all that need them without bias?)

- To what extent are the transportation services available to all geographic areas in the community?

  - List any uncovered areas in the county. Why are these areas uncovered?

  - How adequate are the transportation system's procedures for determining how and when to open a new route?

Effectiveness/Quality
(How successful are these services in addressing clients' needs?)

- To what extent do the transportation providers survey riders to determine satisfaction with services, unmet needs, service gaps, etc.?
  - Have clients been surveyed in the past 5 years? If so, what process was used? What were the major findings?
- To what degree have any identified areas of improvement in transportation plans and reviews been addressed?
  - Is there an up-to-date Transportation Development Plan, Community Transportation Improvement Plan, or any other reports in place?
  - What progress has been made in meeting the plans' recommendations?

Core LTC Service Evaluation Matrix (Please See Examples)

Sample Strategies for Transportation Services

Existence

- Coordinate with other public and private entities to broker services

- For out-of-county medical trips, purchase seats on vans from neighboring counties traveling to destinations not offered by your county and transport your riders to a transfer point for boarding

- Secure funding from additional grants

Adequacy

- Ask all agencies that provide or purchase transportation services to maintain a log of unmet service requests, with explanation.

- Partner with volunteer organizations to supplement public transportation options.

- Expand services to private pay riders in order to open new routes, and then include subsidized passengers as funding allows

- Coordinate with local businesses to offer "shop and ride" programs

Accessibility

- Assure that all vehicles and facilities can accommodate people with disabilities (I.e. wheelchair lifts)

- Advertise/market the accessibility of services and vehicles as a selling point for public transportation

- Provide diverse types of outreach to increase potential riders - in both print and non-print versions and in more than one language

Efficiency/Duplication

- Explore opportunities for creating regional transportation services

- Coordinate out-of-county trips with neighboring transportation systems going to similar destinations

- Cut costs associated with "no-shows" through public education and special efforts to help people with memory loss, health problems, or other impairments that might affect their ability to ride as scheduled

Equity

- Develop policies and procedures that treat each service request equitably, especially when limited funding necessitates restrictions (rationing services) on how many rides a person can get under certain funding streams

- Design routes so that all areas of the county have some transportation services

Effectiveness/Quality

- Review complaint logs for customer service issues that need to be addressed

- Hold focus groups to determine what accommodations are lacking for people with disabilities

- Conduct customer satisfaction surveys that probe for whether people receive the assistance they need to use transportation services

- Ensure that periodic planning incorporates input from riders